



Date Adopted: 06/19/2001

Date Revised: _____

Title: Senior Office Assistant

FLSA: Non-Exempt

General Purpose:

To perform a wide variety of complex, specialized and responsible clerical duties in support of specific functions or programs within a department.

Distinguishing Characteristics:

This class is the advanced journey level class of the Office Assistant series and is distinguished from the II level by the degree of independence and specialized knowledge exercised in the performance of job duties. Incumbents at this level may assume overall clerical responsibility for an assigned program area involving maintaining appropriate records, preparing necessary reports, and serving as an overall information source for the program, or they may be involved in providing lead support to positions within the Office Assistant I/II class.

Supervision Received and Exercised:

Receives general supervision from management or supervisory personnel.

May exercise technical and functional supervision over assigned clerical positions.

Essential Duties and Responsibilities:

The following duties are normal for this classification. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

Perform a variety of complex, specialized and responsible clerical duties in support of important functions or programs within a department.

Assume overall clerical responsibility for an assigned program area that involve maintaining appropriate records, preparing necessary reports, and serving as an overall information source for the program as assigned.

Provide lead support, as assigned, to positions within the Office Assistant series including assigning and reviewing work, and responding to questions and situations about which less experienced staff have not been exposed.

Provide office management support to an independent office, as assigned, involving the performance of a broad range of administrative tasks including ensuring that work is handled on a priority basis and completed in a timely manner, and handling routine purchasing and budget duties.

Respond to complaints and requests for information on regulations, procedures and policies relating to responsibilities assigned.

Type a variety of written material from rough draft, dictaphone or verbal instructions using word processing equipment as assigned.

Act as a receptionist; screen calls and visitors, and refer inquiries as appropriate; respond to complaints and requests for information based upon departmental policies and procedures.

Compile information from a variety of sources as requested.

Maintain financial, statistical and/or operational reports and records as applicable.

Compose routine correspondence independently.

Perform general clerical duties including filing, document imaging, checking and recording information on records, and processing routine requests for information.

Participate in the preparation of assigned budget.

Build and maintain positive working relationships with co-workers, other city employees and the public using principles of good customer service.

Performed related duties as assigned.

Minimum Qualifications:

Knowledge of:

Filing and record keeping systems.

English usage, spelling, grammar, and punctuation.

Modern office procedures, methods and computer equipment.

Ability to:

Perform a variety of complex, specialized and responsible clerical duties in support of specific functions or programs within a department.

Understand the organization and operations of the city and of outside agencies as necessary to assume assigned responsibilities.

Work independently with limited supervision and exercise initiative and sound judgment.

Apply operating rules and procedures of assigned department.

Work cooperatively with other departments; outside agencies, and the public.

Interpret and apply departmental policies, procedures, and rules.

Establish and maintain financial records; perform mathematical computations.

Operate a variety of office equipment such as a calculator, computer and keyboard.

Type at a speed necessary for successful job performance.

Compile and maintain complex and extensive records and files.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Training and Experience:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of the twelfth grade.

Experience: Three years of increasingly responsible clerical experience

Physical Standards:

The physical standards described are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

An employee is regularly required to, sit at desk and in meetings for long periods of time; talk or hear, in person, in meetings and by telephone; use hands and fingers to handle, feel or operate standard office equipment; and reach with hands and arms. Intermittently, twist to reach equipment surrounding desk; walk to observe department activities; bend and squat to perform file searches; perform simple grasping and fine manipulation; use telephone and write or use a keyboard to communicate through written means; operate an automobile to attend various meetings and workshops. While performing duties, the employee is regularly required to use written and oral communication skills; know laws, regulations and codes; observe performance and evaluate staff; remember personnel rules, legal and code requirements; explain and interpret codes, policies and procedures; interact with City management, other governmental officials, contractors, vendors, employees and the public.

Licenses; Certificates; Special Requirements:

Possession of a valid California Class C drivers' license and Certificate of Automobile Insurance for Personal Liability.